

# E-Manual and IT Reporting System Management Summary

## Management Summary

Legal requirements ask AOC holder's for an updated document structure of their Operations Manuals with evidence of an efficient revision and amendment process. In addition a just culture based on non-punitive reporting system is part a required Safety Management System (SMS)

Our E-Manual and IT reporting System accessible via Internet is covering these two requirements in a straight forward way.

The program was developed and programmed from the aviation industry for the aviation industry and is a powerful tool for small operators as well as for operators with more staff and a bigger fleet.

Main focus of our program is an easy usable application for frontend users but also the back office staff.

The document management allows to group the individual categories (pilots, cabin attendants etc.) to a dedicated set of manuals and documents.

Documents will be managed , updated and published in-house and being therefore up-to-date all the time, available for crew members around the world.

The reporting system allows to report events selected from a predefined catalogue based on function and responsibilities. Reports are addressed to a single person (pre-defined by operator) to initiate corrective action and give feedback to the writer.

The status of a report (open, pending, or closed) can be used as a management tool to overview the company performance and trends.

Reactive risk assessment can be performed for individual reports in the category safety relevant and will be controlled by operators predefined topics. The results will be visible in the colour coded matrix based on ICAO Safety Management Manual (Doc. 9859).

In addition, Safety Performance Indicators (SPI) can be included in the reporting system.

Proactive risk assessment is an integrated program feature which records the necessary mitigation action performed including supporting documents once the risk factor is being determined.

The static tool allows an operator to gather trends and high lights for the management.

Statistical reports can be defined individually by the operator based on a combination of criteria's.

This can be aircraft type compared with a category of events or stations or how much time was necessary to close a report.

## Contact details

For an individual business proposal please contact us.

[info@aviswiss.com](mailto:info@aviswiss.com)

+41 44 392 1144

## **Preamble**

Program installed on clients hardware

Purchase will include a program licence with open number of users and aircraft (no modules or limited users / aircraft)

Administrative rights for program amendments and user management included in the program purchase

## **E-Manual**

Document Management for manuals, notes and forms

Groups Management allowing to give dedicated persons access to the manuals and documents of their needs

Easy document update and publication function

Traceability of user who have read the manual and notes revision

## **IT Reporting System**

List of reportable events according to users function

Attachments of supporting documents (in different formats) for an individual report is possible

Feedback for writer of report is always traceable (time stamp)

Risk assessment can be performed based on the subject of reported event (re-active assessment)

Pro-Active risk assessment with documentation of risk factor and necessary mitigation action is possible

Risk process will be documented and attachments can be stored

Safety Performance Indicators (SPI) can be defined and are part of the risk assessment for individual report evaluation

Statistical function allow an overview of reports, based on categories, aircraft type, station etc.

Risk factor in regards of severity and probability can be visualised

## **System requirements**

Web based application (no additional software or hardware required)

Internet browser (IE, Firefox etc)

Documents and data are stored on clients hardware (sql or sql express, Server 2003 etc.)